

UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, DC 20268-0001

Loyalty Program

Docket No. CP2020-166

CHAIRMAN'S INFORMATION REQUEST NO. 1  
AND NOTICE OF FILING UNDER SEAL

(Issued June 11, 2020)

To clarify the basis of information provided by the Postal Service in its Notice of Changes in Rates of General Applicability for Loyalty Program, filed June 5, 2020<sup>1</sup>, the Postal Service is requested to provide written responses to the following requests. Responses should be provided no later than June 18, 2020.

1. The Notice states, "the Postal Service will provide all Loyalty Program participants with an additional one-time \$20 credit for shipping during the first two months of the program. This credit will be applied once participants ship at least \$500 combined at Priority Mail Express Retail and Priority Mail Retail rates." Notice at 2.
  - a. Please provide the dates of the first two months of the program.
  - b. Please confirm that before receiving the \$20 credit, participants must ship at least \$500 combined at Priority Mail Express Retail and Priority Mail Retail rates during the first two months of the program. If not confirmed, please describe the circumstances under which participants will receive the \$20 credit.

---

<sup>1</sup> United States Postal Service Notice of Changes in Rates of General Applicability for Loyalty Program, June 5, 2020 (Notice).

2. The Notice states, “any new USPS Click-N-Ship business customers during the first year of the program will receive a one-time \$40 ‘Welcome Bonus’ credit upon shipping at least \$500 at Priority Mail Express and Priority Mail Retail rates.” *Id.*
  - a. Please provide the dates of the first year of the program.
  - b. Please clarify whether new USPS Click-N-Ship business customers enrolled during the first year of the program would need to ship at least \$500 at Priority Mail Express and Priority Mail Retail rates during the first year of the program to receive the \$40 “Welcome Bonus.”
3. The Notice states, “although a full rollforward forecast is not available at this time, the Postal Service is filing supporting data for the affected products in accordance with Order No. 1062.” *Id.* at 1. Please explain why a full rollforward forecast is not available at this time and indicate when it will become available.
4. The Notice states, “in order to assist customers whose volume declined as a result of the ongoing COVID-19 pandemic, the Postal Service will provide all Loyalty Program participants with an additional one-time \$20 credit for shipping during the first two months of the program.” *Id.* at 2. Please provide an estimate of volume decline in Priority Mail Express and Priority Mail as a result of the ongoing COVID-19 pandemic. If an estimate is unavailable, please explain what data support this statement.
5. Please confirm that business customers that ship under a negotiated service agreement are not eligible to participate in the Loyalty Program. If not confirmed, please explain.
6. Please see Attachment, filed under seal.

By the Chairman.

Robert G. Taub